

Customer Service

NAME \_\_\_\_\_

DATE \_\_\_\_\_

- True      False      1. Thanking someone for choosing your organization is one way to demonstrate good customer service.
- True      False      2. Customers can simply be defined as only the patients you care for.
- True      False      3. Providing good customer service usually interferes with getting work done.
- True      False      4. Providing good customer service to co-workers or other departments increases morale and productivity.
- True      False      5. A few ways to sustain a good impression on customers include greeting them with a smile and treating them like a number.
- True      False      6. Impressions are only made at the initial contact between patient and healthcare facility.
- True      False      7. Employing the golden rule in healthcare is simply an outdated concept.
- True      False      8. Looking patients in the eyes and calling them by name are two ways to show good customer service.
- True      False      9. Always knock or announce your presence before entering a patient's private space.
- True      False      10. If you show patients that you are looking out for them, they will think you are too attentive.
- True      False      11. Demanding your way is often necessary when dealing with internal customers.
- True      False      12. Knowing how your job fits into the overall picture will help you provide good internal customer service.
- True      False      13. Practicing good customer service will solve all of the problems in healthcare.
- True      False      14. Keeping patient information confidential not only builds trust with patients, federal regulations require it.
- True      False      15. Communicating effectively with patients includes using the specified medical terminology as stated in a patient's medical chart.
- True      False      16. Good discharge planning involved explaining what the patient can expect and the type of help they will need.
- True      False      17. Explaining what a patient can expect after being discharged helps eliminate patient anxiety.
- True      False      18. Never apologize for something unless you were directly at fault.
- True      False      19. One way to defuse a problem with a customer is to ask questions that get to the heart of the issue.
- True      False      20. Never include a patient's family when trying to solve a problem.